

## Frequently Asked Questions

### CATEGORY 1 ESTABLISH SERVICE --ACCOUNT DEPOSIT -- INSPECTIONS

**Q. What is required to establish residential service with your company?**

- A. The City of North Little Rock City Services requires a picture I/D (preferable a Pictured Driver's License), the social security number, documentation of the address for which the service is being requested (A copy of the lease agreement or proof of ownership). If the location is rental property, the Landlord must have on file with the city a current Business License. There is a required minimum deposit of \$100.00 on all residential accounts. The deposit may be billed on the first month's billing. Same day service may be provided, if the completed required information listed above is received by the Customer Service Staff prior to 12:00 p.m. (noon).

**Q. How do I establish service for a business?**

- A. We require documentation of the address (Lease Agreement or Proof of Ownership for the property), a copy of the business license, Federal ID number or social security number of the owner, and a pictured ID of the person requesting the service. A deposit is required for all commercial accounts. The deposit is two times the approximate highest monthly bill in a twelve month period. A commercial deposit may be billed and due on the account with the first month's billing, or the Customer may get a Bond through an insurance company or an Irrevocable Letter of Credit from a bank. Requests for service to be set up for a commercial account can be made at the City Services office at 120 Main Street in North Little Rock, Arkansas or by contacting a Customer Service Representative at 501-975-8888.

**Q. Can the deposit be waived for a residential account?**

- A. A residential deposit may be waived, if the customer is a senior citizen (62 years or older), provides proof of disability, or has a letter of credit from their previous electric provider for the most current twelve (12) month period. The letter of credit must show a history for the current previous 12 month period with no more than 2 past due payments and no disconnects or returned checks.

**Q. When do I have to pay the deposit?**

- A. The deposit may be billed to the Customer with the first month's billing. The total deposit due amount must be paid prior to a Customer being able to make a payment arrangements on an electric usage billed amount.

**Q. What is an electric inspection permit and why is it required?**

- A. To assist with the prevention of meter tampering and theft of meters, the electric meters are removed from the property within 10 days of the date that the service was disconnected. If the electric meter has been removed from the location for which you are requesting service then an electric inspection is required. The inspection is done to ensure the electrical safety of the location. The cost of the inspection is \$7.50. This cost may be billed on and due with the first month's billing. The City's Electrical Inspector will inspect the condition of the electrical wiring at the location and approve or deny service. This is usually done within two business days. Once the inspection is approved the Electric Department will be notified that they may install a new meter and connect the service (turn the power on). If the inspection is denied, then you or the property owner will be contacted and informed as to what is required to bring the electric wiring up to code. Service will not be provided until the problem is corrected. For additional information on permits you may contact the City of North Little Rock Planning Department at 501-975-8835.

**CATEGORY 2**  
**BILL PAYMENT – MAILING ADDRESS –OFFICE LOCATION –HOLIDAY CLOSURES -- ADDITIONAL**  
**PAYMENTS ACCEPTED**

**Q. Where do I mail my payment?**

- A. You may mail your check or money order to the address listed below(DO NOT SEND CASH THROUGH THE MAIL):

Utility Payment Department  
North Little Rock City Services  
P.O. Box 936  
North Little Rock, AR 72115

**Q. Where may I pay my electric bill in person?**

- A. The only North Little Rock Electric Department authorized bill pay center is located at **120 Main Street in North Little Rock, Arkansas**. 120 Main Street is directly west of the Alltel Arena. The time and temperature is displayed at the top of the building making it a visible landmark in both downtown North Little Rock and in the River Market area of Little Rock. The payment area is conveniently located in the lobby of the first floor. Or for your added convenient, you may prefer to use our drive through payment area which is located at the rear of the building. There is also, an after hours drop box (night deposit) located at the rear of the building in the drive through area. The night deposit drop box is on the drive through building wall in the first drive through space.

**Q. What is the Pre-authorized Payment Program (bank draft)?**

- A. You may conveniently have your payment drafted from your checking or saving account each month by signing up for the Pre-Authorized payment program. Your account will draft each month on or after the due date shown on your bill. By signing up for this program you save time, postage and checks. You are always assured that your payment will be received on time automatically. To request a Pre-Authorized Payment form, please click [here](#).

**Q. What holidays does the City of North Little Rock City Services observe?**

- A. The City of North Little Rock City Services observes the following Holidays:  
New Years Day, Martin Luther King, Jr. Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day and the Day after Thanksgiving, Christmas Eve and Christmas Day. No installations or disconnections of electric service are scheduled on the above stated Holidays. No installations or disconnections of services are scheduled on Saturdays or Sundays.

**Q. What other bills may I pay at 120 Main Street?**

- A. In addition to the North Little Rock Electric bill you may also pay Center Point Energy, Central Arkansas Water (UBS), North Little Rock Recycling, Comcast Cable and Pulaski County Solid Waste. Please have your bill or account number available for payment on these accounts.

**CATEGORY 3****Shut off notices – extensions and arrangements – non-pay disconnects****Q. What if I receive a shut-off notice?**

- A. If you should receive a shut off notice, you will have until 4:30 p.m. on the date stated on the notice to pay the past due bill amount in full to avoid interruption of the Electric Service or to speak with a Customer Service Representative with regard to requesting a payment arrangement on the account to avoid the interruption of the Service. After 4:30 p.m. on the date printed on the shut off notice, no payment arrangement/s may be made on the account therefore the service will be subject for disconnection at any time without any further notice unless the past due bill is paid in full.

**Q. What if I need to ask for an extension?**

- A. The North Little City Services Department recognizes that there may be situations when you will experience unexpected hardships and financial difficulty which may affect your ability to pay the Electric bill. The Customer Service Staff is available to assist and advise you with regard to working out an extension of time acceptable to both parties. You may contact a City Services Customer Service Representative for assistance from 8:00 a.m. to 4:30 p.m. Monday through Friday at 501-975-8888.

**Q. What types of arrangements/extensions are offered?**

- A. A Customer may request a 5 day “**HOLD**” to pay a one month bill in full over the phone (501-975-8888), by e-mail (City Services Supervisor@northlittlerock.ar.gov) or in person at 120 Main Street, North Little Rock, Arkansas. The Customer will need to speak with a Customer Service Representative for the account “**HOLD**”. The “**HOLD**” can only be made for the full amount of a one month bill. For the 5 day “**HOLD**” request to be approved, the request must be made prior to 4:30 p.m. on the date stated on the shut off notice. If a Customer needs more than a 5 day “**HOLD**” to pay the current bill, the Customer will need to come into the office at 120 Main Street, North Little Rock, Arkansas, see a Customer Service Representative, work out and sign a Delayed Payment Agreement (DPA). The DPA may extend the payment time on a current one month bill up to 7 days past the next month’s billing date. As with “**HOLDS**” the DPA request must be made prior to 4:30 p.m. on the date stated on the shut off notice.

**Q. What happens if my service is disconnected for non-payment?**

- A. If the service is disconnected for non-payment, the past due amount must be paid in full in cash before the service will be restored. A reconnect fee of \$25.00 will be billed to the account for the reconnection of service during normal business hours (8:00 a.m. to 4:30 p.m. Monday through Friday). If an account is disconnected for non-payment of the bill, the account history is subject to review to see if a deposit increase is justified to provide adequate security assurance for payment of the account. If the deposit is increased the increased amount will be due with the next month's billing.

**Q. What if my service is disconnected and your office has already closed?**

- A. The service may be restored after normal business hours. The number to contact for restoration of service after normal business hours is 501-372-0100. A Service Technician will be dispatched to the location to restore the service. The Customer will need to be at the location when the Technician arrives. The Customer will have to sign a promissory note stating that the Customer will pay the amount the service was disconnected for in full, in cash by 12:00 p.m. (noon) on the next business day. If the bill is not paid by 12:00 p.m. on the next business day, the service will be turned back off and will not be reconnected until the bill is paid in full. The reconnection fee for an after business hours reconnect is \$50.00. The \$50.00 reconnect fee will be billed on the account with the next month's billing.

**CATEGORY 4**  
**ADDITIONAL PROGRAMS – SERVICES – ASSISTANCE**

**Q. May I choose the due date for my bill?**

- A. If the Customer receives Social Security benefits as a Senior Citizen, disabled person or any other type of monthly assistance for which the Customer's financial welfare is solely dependent upon, (Social Security, Welfare, Pension, or Child Support Assistance) then this Customer may make application to be set up on a Deferred Billing

Program. This program allows the account to bill at the regular scheduled time of the month but sets the payment due date up for the 5<sup>th</sup> or 10<sup>th</sup> of the month depending on the billing schedule date of the particular account. There is currently “NO” other due date selection program available.

**Q. What is Deferred Billing?**

- A. Qualified customers may be eligible to be set up on a Delayed Billing Payment Program. This program is designed to assist customers whose financial welfare depends solely upon the receipt of monthly income from Social Security, Welfare, Pension, or Child Support Payments. This program allows the account to bill at the regular scheduled time for the month, but sets the payment due date up for the 5<sup>th</sup> or 10<sup>th</sup> of the month depending on the billing schedule date of the particular account. To verify which due date your account would qualify for, please contact one of the City Service Customer Service Representatives. To request an application form for Deferred Billing, please [click here](#).

**Q. What assistance is available for those with low income?**

- A. For those who qualify as a low income customer, under Arkansas law (Act 120 of 1983), there is a sales tax exemption on the first 500 kilowatts of electric energy used. This exemption is only for customers whose total household income does not exceed \$12,000 per year. To request a claim form for the Electricity Customer Sales Tax Exemption [please click here](#).

**Q. What if someone in my family has a medical condition which requires the continued use of electric service?**

- A. If you or a family member who lives with you has a medical condition that may be classified as a life threatening medical situation, you may have a medical alert code placed on your account. This does not prevent the account from being disconnected for non-payment, however, it does delay the process so that you may make arrangements on the balance due or be allowed time to relocate the patient prior to the service being disconnected. To request a Customer Physician Certification Form, please [click here](#).

**Q. What is Levelized Billing?**

- A. The Levelized Billing Program is designed for the Customer whose monthly or seasonal electric bill varies widely between summer and the other seasons. If the monthly bills do not vary by a large amount from

summer to the other seasons then the customer is not going to see any real advantage to being on levelized billing. The Levelized Program is available to any year around customer being served under any Rate Schedule who desires to take service under the conditions specified under the levelized billing contract. It is not applicable to temporary or seasonal services. The customer's account must be current and must have at least twelve months of billing history to be able to be set up on the program.

**CATEGORY 5  
TREE LIMBS – SECURITY LIGHTING – USAGE VERIFICATION**

**Q. What do I do if there are tree limbs on my electric lines?**

- A. Tree trimming is a service offered by The North Little Rock Electric Department in an effort to curb unnecessary power outages. If you notice tree limbs on, in or near the electric power lines please contact a City Services Customer Representative at 501-975-8888 or you may contact the electric department directly at 501-372-0100 extension 8726. ***NEVER ATTEMPT TO REMOVE A TREE LIMB FROM A POWER LINE. REMEMBER THE LIFE YOU SAVE COULD BE YOURS.***

**Q. Who do I contact for outside security lighting such as a floodlights or night watchers?**

- A. The City of North Little Rock offers outside security lighting at a monthly rate depending on the size and type of lighting needed. If you are interested in outside security lighting for your property you may contact City Services Customer Service at 501-975-8888. To request a Customer Security Lighting Agreement form [please click here](#).

**Q. What if I think my bill is too high or too low?**

- A. Your electric usage may vary from month to month. If you feel your electric billing is higher or lower than usual, please contact City Services Customer Service and request a re-read of your meter. Currently there is not a charge assessed to your account for this service. The results of the re-read is usually available to the customer within three business days from the date of the request. To request a re-read on your meter, please contact City Services Customer Service at 501-975-8888.